

DOUGLAS FERREIRA

FINANCIAL OPERATIONS

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SUMMARY

As a seasoned finance manager with 17 years of hands-on experience, I bring a wealth of expertise to the table. My track record is proof of my exceptional ability to identify cost-saving opportunities and develop new revenue streams, as demonstrated by my recent success in reducing expenses by \$300K and driving a 12% increase in revenue in areas with fee caps. I excel at leading finance teams, communicating financial reports and business insights, and providing insightful analysis to the executive team and multiple departments. My expertise in managing OPEX, executing acquisitions, and creating new revenue streams sets me apart from others in the field. I am confident in my ability to deliver value to your organization and I am eager to apply my skills and experience to your challenges.

WORK EXPERIENCE

Director, Financial Operations

delivery.com | New York, NY | 2016 – 2022

Successfully led and mentored a talented finance team while adeptly navigating multiple data sources to effectively communicate financial reports and business insights.

- Collaborated with the executive team and multiple departments at Cantor Fitzgerald (investor) to provide financial and business analysis.
- Conducted comprehensive evaluations of financial statements, providing insightful and value-added analysis, and effectively managed variance analysis.
- Contributed to business objectives by developing dynamic business models and monthly forecasts.
- Implemented strategies to control and manage operational expenses (OPEX).
- Ensured compliance with evolving state regulations regarding Marketplace Facilitator laws by designing new workflows for withholding, reporting, and state remittance with a trusted third-party provider.
- Played a key role in several successful acquisitions, integrating them smoothly into the business (Mr. Delivery, Brinkmat, Brewdrop, Klink, Eats.com).
- Presented and executed a strategic plan to generate additional revenue from delivery orders, resulting in a 12% increase in revenue.

Manager, Financial Operations

delivery.com | New York, NY | 2007 – 2016

Effectively processed statements and payments for over 15,000 merchants, vendors, franchisees, API partners, while providing timely and accurate reporting to the executive team and Cantor Fitzgerald.

- Boosted revenue through the implementation of a fraud monitoring service, reducing chargebacks received for fraud and friendly fraud, resulting in a significant decrease from a peak of 3.3% to 0.06% chargeback to transaction ratio.
- Established standard operating procedures (SOPs) for the Billing and Accounts Payable teams, ensuring adherence to best practices.
- Led the project management, design, and seamless implementation of the transition to NetSuite.
- Managed and executed the 1099K process efficiently.
- Provided support to the COO and Finance Director in preparing comprehensive financial reports as well as monthly close.

Manager, Customer Experience

delivery.com | New York, NY | 2006 – 2007

With a singular focus on customer satisfaction, empowered agents to deliver prompt and effective solutions to ordering difficulties.

- Developed and implemented a comprehensive customer service training program for new and existing agents, ensuring a high level of service quality.
- Maintained consistent and open communication with customers to gather feedback and address any concerns, contributing to improved customer satisfaction.

- Managed a large team of customer service agents, providing guidance and support to ensure their success in resolving customer inquiries and complaints.
- Established metrics and performance targets to measure the success of the customer service team, and regularly reviewed and evaluated performance to identify areas for improvement.
- Implemented new technologies and tools to streamline the customer service process, such as live chat.
- Worked closely with other departments, such as product development, to identify and resolve any issues that were impacting the customer experience.

Customer Experience

delivery.com | New York, NY | 2005 – 2005

Dedicated to delivering prompt and satisfactory solutions to customers.

- Monitored, tracked, and meticulously documented end-user checkout issues, working to resolve them in a timely manner.
- Efficiently managed live merchant inventory, ensuring accuracy and availability for customers.
- Maintained and updated real-time merchant data on the production site, ensuring the information available was up-to-date.
- Responded to a diverse range of customer inquiries, demonstrating excellent interpersonal and communication skills.
- Provided detailed follow-up with customers to ensure their concerns were fully addressed and to build trust and rapport.
- Trained in product knowledge, enabling the resolution of inquiries without escalation.
- Adhered to established protocols and processes, contributing to overall efficiency and customer satisfaction.

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY, B.S. DATA ANALYTICS

2017 – 2021

SKILLS

TECHNICAL SKILLS

NetSuite | Salesforce | Looker | MS Excel | Atlassian Jira | Google Apps

OTHER SKILLS

Process Improvement | Communication | Decision Making | Problem Solving